



Docket No.: 8827.008.00 US  
(PATENT)

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re Patent Application of:  
Earl D. COX

Confirmation No.: 8713

Application No.: 10/032,967

Group Art Unit: 2121

Filed: October 26, 2001

Examiner: Joseph P. Hirl

For: BEHAVIOR EXPERTS IN E-SERVICE  
MANAGEMENT

Customer No.: 30827

**AMENDMENT IN RESPONSE TO FINAL OFFICE ACTION**

**Mail Stop AF**  
Commissioner of Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

In response to the Final Office Action dated October 1, 2004 (Paper No. 20040927), please amend the above identified U.S. Patent application as follows:

**Amendments to the Claims** are reflected in the listing of claims, which begins on page 2 of this paper.

**Remarks** begin on page 11 of this paper.